



Neighborhood House™

Position Title: Guest Service and Sales Representative
Reports to: Guest Service and Sales Supervisor
Status: Regular, Full-Time (40 hours/week), Non-Exempt
Position Summary: The Guest Service and Sales Representative is responsible for facilitating the sales of event space, answering incoming phone calls and website requests (general agency and space rental), greeting all Wellstone Center guests, scheduling events/meetings, and providing general administrative and customer support.

Responsibilities:

- Facilitate the scheduling, planning, and invoicing of meetings/events for internal and external clients from start to finish
- Open or close the welcome area/lobby and maintain equipment daily
- Welcome and direct tenants, customers, visitors and participants to programs, meeting rooms, and building operations
- Promptly and respectfully answer incoming phone calls via a seven-line switchboard, routing calls to the appropriate staff member, answering questions, or taking a message
- Provide coordination and administrative support for various Neighborhood House programs and Parks & Rec as needed
- Ensure that reception area, lobby and community bulletin board are maintained in a clean, neat, and orderly manner
- Disseminate information regarding and assist with registration/payments for Parks & Rec programs
- Communicate respectfully and effectively with community, staff and visitors
- Sort, record, and distribute incoming and outgoing mail
- Collect and receipt agency income
- Orient volunteers to Welcome Desk operations as needed
- Organize, monitor, and maintain forms and files located at Welcome Desk
- Maintain agency office supply inventory monthly
- Respectfully mediate conversations between community, participants, staff, and visitors
- Monitor cameras and work with maintenance, program and Parks & Rec staff to ensure overall facility security
- Perform all work in accordance with Neighborhood House policies and procedures
- Attend and participate in departmental, agency and external meetings, trainings, committees and events as required
- Other duties as assigned

Qualifications:

- High School diploma or GED equivalent required
- Two years of customer service, sales or retail experience required
- Must be fluent written and orally in English
- Bilingual in English and Hmong, Karen or Spanish required
- Computer experience and skills in Microsoft Word, Excel, and Outlook; data base experience a plus
- Ability to maintain calendars and schedule appointments
- Detailed organizational skills and ability to meet deadlines a must
- Ability to work in a fast-paced, high-energy environment
- Demonstrated ability to work and communicate effectively with people of diverse ethnic, economic, racial and cultural backgrounds
- Must pass a criminal background check

Hours: Days, Nights and Weekends.

**For consideration please submit your resume with letter of interest to: Neighborhood House, Attn: Human Resources, 179 Robie St, St. Paul, MN 55107; Fax 651-789-2555; Email: humanresources@neighb.org.
Position Posted: 03/14/17 Closing date: 03/31/17**

Neighborhood House is an equal opportunity employer committed to affirmative action and a welcoming work environment for people of diverse communities.

We participate in the support, guidance, and appreciation of volunteers.